BUSINESS RESPONSIBILITY REPORT 2018-19

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Directors of the Bank present the Business Responsibility Report (BRR) for the financial year 2018-19.

SECTION A: GENERAL INFORMATION ABOUT THE BANK

United Bank of India (UBI) is a public sector commercial Bank offering a wide range of Banking and financial products and services to both large and mid-corporate,micro, small and medium enterprises ("MSME"), agricultural and retail customers. The Bank provides a wide range of products and services aimed at different kind of consumers and companies across a wide range of sectors of the economy. The Bank's business is principally divided into Retail Banking, Agricultural Banking, Corporate Banking, International Banking, MSME Banking, Priority sector lending, Treasury operations and other financial services such as demat /trading services and merchant Banking services, debenture trustees, distribution of third party products such as insurance, mutual fund products, money transfer services, merchant acquiring services, pension and tax collection services.

UBI is one of the 14 major Banks which were nationalized on July 19, 1969. Its predecessor the United Bank of India Ltd., was formed in 1950 with the amalgamation of four Banks viz. Comilla Banking Corporation Ltd. (1914), Bengal Central Bank Ltd. (1918), Comilla Union Bank Ltd. (1922) and Hooghly Bank Ltd. (1932) (which were established in the years indicated in brackets after the names). The origin of the Bank thus goes as far back as to 1914.

After nationalization, the Bank expanded its branch network in a big way and actively participated in the developmental activities, particularly in the rural and semi-urban areas in conformity with the objectives of nationalization. In recognition of the role played by the Bank, it was designated as Lead Bank in several districts and at present it is the Lead Bank in 43districts in the States of West Bengal, Assam, Manipur and Tripura. The Bank is also the Convener of the State Level Bankers' Committees (SLBC) for the States of West Bengal and Tripura.

UBI plays a significant role in the spread of Banking services in different parts of the country, more particularly in Eastern and North-Eastern India and has till date sponsored 4 Regional Rural Banks (RRB) one each in West Bengal, Assam, Manipur and Tripura. These four RRBs together have 1174 branches. UBI is also known as the 'Tea Bank' because of its age-old association with the financing of tea gardens. It has been the largest lender to the tea industry.

The Bank aims to emerge as a dynamic, techno savvy, customer-centric, progressive and financially sound premier Bank of the country with pan-India presence and sharply focuses on business growth and profitability with due emphasis on risk management in an environment of professionalism, Trust and transparency.

Other details about the Bank:

Corporate Identity No.	**UTBI**
Name of the Organisation	**United Bank of India**
Registered address :	**United Tower** 11, HemantaBasuSarani, Kolkata – 700001
Website :	www.unitedbankofindia.com
E-mail id :	co.sec@unitedbank.co.in
Financial Year reported :	1st April, 2018 to 31st March, 2019
Sector(s) that the Bank is engaged in (industrial activity code-wise) :	Section : K - Financial and Insurance Activities of National Industrial Classification (All Economic Activities) – 2008. Group : 641 Class : 6419 Description : Monetary Intermediation Other Monetary Intermediation
List three key products / services that the Bank manufactures / provides (as in balance sheet) :	1. Wholesale banking 2. Retail banking 3. Treasury Operations
Total number of locations where business activity is undertaken by the Bank:	
Number of International Locations:	Two (2) – Bangladesh and Myanmar
Number of National Locations:	2055 Branches
Markets served by the Bank:	Domestic : 2055 Branches Pan India International : Representative Offices in Bangladesh and Myanmar

SECTION B: FINANCIAL DETAILS OF THE BANK

1.	Paid up Capital:	₹7427.92 Crore
2.	Total Income:	₹10944.46 Crore
3.	Total profit after taxes:	(₹2315.93 Crore)
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):	NA (Bank incurred loss during FY 2018-19)
5.	List of activities in which CSR expenditures have been incurred:	The Bank has contributed in 5 (five) Social Welfare Projects through United Bank Socio Economic Development Foundation (UBSEDF) amounting to ₹30.28 lac.

Activities under CSR Initiatives:

CSR Project or activity Identified	Sector in which the project is covered	Amount spent on the projects or programs	Amount spent: Direct or through implementing agency
Promoting gender equality, empowering women & measures for reducing inequalities faced by socially & economically backward group.	Women Empowerment & Social upliftment	₹3.41 lac	Through UBSEDF
Promoting education, research & studies including special education & employment, enhancing vocation skills especially among children, women, elderly & the differently abled.	Education, Social Support & Development	₹19.87 lac	
Other initiatives such as promoting preventive health care, sanitation, making available safe drinking water, infrastructure development, rural development, providing good hospital facilities, etc.	Health & Sanitation, Drinking Water, etc.	₹7.00 lac	
Total Amount Spent		₹30.28 lac	

SECTION C: OTHER DETAILS

The Bank does not have any subsidiary. The Bank sponsors four Regional Rural Banks ("RRBs") in collaboration with the Central Government and the State Governments of West Bengal, Assam, Manipur and Tripura which participate in the Business Responsibility initiatives of the Bank. Total business of the four Banks was ₹44405.90 crore as on 31st March 2019. The Bank also encourages its suppliers, distributors, service providers and other stakeholders to conduct business in a responsible manner.

SECTION D: BUSINESS RESPONSIBILITY (BR) INFORMATION

1. Details of Director responsible for BR:

(a)	Details of the Director responsible for implementation of the BR policy / policies: DIN Number: 07748272 Name: Ashok Kumar Pradhan Designation: Managing Director & CEO
(b)	Details of the BR head: Name: Rakesh Chandra Narayan Designation: General Manager , Planning& Development Telephone Number: 033-22624014 E-mail id: gmpd@unitedbank.co.in

2. Principle-wise (as per NVGs) BR Policy / Policies

The National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
P3	Businesses should promote the wellbeing of all employees.
P4	Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.
P5	Businesses should respect and promote human rights.
P6	Businesses should respect, protect and make efforts to restore the environment.
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.
P8	Businesses should support inclusive growth and equitable development.
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

(a) Details of compliance (Reply in Y/N)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1$$	Do you have a policy/ policies for (each principle as stated in NVG)	Y*	Y^	Y	Y	Y	Y	N	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	N	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Yes for all except P7.All policies followed by the bank are in conformity with the guidelines issued by various Regulators and other Statutory bodies such as the Reserve bank of India, Ministry of Finance, SEBI, the Constitution of India and other applicable legal or statutory requirements. Hence, these conform to the National Standards.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Yes for all except P1 & P7. Policies are being signed by the competent authority.								
5	Does the Bank have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes for all except P7 (the same is reviewed periodically as specified under the different policies)								
6	Indicate the link for the policy to be viewed online?	Link: http://www.unitedbankofindia.com**								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	N	Y	Y
8	Does the Bank have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	N	Y	Y
9	Does the Bank have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Yes for all except P7								
10	Has the Bank carried out independent audit / evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	N	Y	N

$$.There are several policies formally put in place by the Bank that governs various functions of the Bank and directly and indirectly support & promote ethics & transparency in conduct of business, preserve human rights of employees and other stakeholders at work place, ensures employee welfare, take cares of disadvantageous, vulnerable & marginalized, support inclusive growth with concern for the society and provide value to the customers in a responsible manner.

*Under Principle 1, the Bank follows primarily the CVC guidelines as contained in the Vigilance Manual issued by the Central Vigilance Commission. (Link: http://cvc.nic.in/ man04.pdf)

^ Various activities under Principle 2 are governed by the Bank's Domestic Loan Policy which is meant for internal use only and, therefore, cannot be viewed online.

**Various activities under Principle 3 (Staff welfare) are covered by Internal Policies and therefore cannot be viewed online.

Reason for not having policy for P7

While there is no written policy for Principle 7, the Bank being one of the largest banks in the country is associated with policymakers and regulators for the advancement of public good, especially in the areas of governance and administration, economic, especially banking sector reforms, inclusive development policies etc.

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why:
(Tick up to 2 options)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The Bank has not understood the Principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
2	The Bank is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	NA	NA	NA	NA	NA	NA	NA	NA	NA
3	The Bank does not have financial or manpower resources available for the task	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	It is planned to be done within next 6 months	NA	NA	NA	NA	NA	NA	NA	NA	NA
5	It is planned to be done within the next 1 year	NA	NA	NA	NA	NA	NA	NA	NA	NA
6	Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Governance related to BR

a.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Bank.	Annually
b.	Does the Bank publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	BR report is published annually and uploaded on the Bank's website through the weblink: https://www.unitedbankofindia.com/english/Annual-Report.aspx

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the Bank? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?

   Yes, it covers bank only.

   The bank has mechanism in place to check corruption, malpractices, embezzlements & misappropriation of fund.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

	Particulars	Nos
	Customers	
(a)	Complaints pending at the beginning of the Year	721
(b)	Complaints received during the Year	169711
(c)	Complaints redressed during the Year	169158
(d)	Complaints pending at the end of the Year	1274
SI.No.	Particulars	Nos
	Shareholders	
(a)	Complaints pending at the beginning of the Year	NIL
(b)	Complaints received during the Year	27
(c)	Complaints redressed during the Year	27
(d)	Complaints pending at the end of the Year	NIL

Principle 2: Sustainability of Products & Services

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

a) Self Help Group (SHGs)

Bank has used SHG as an effective way to reach out to the poor and empower them by inculcating saving habits amongst them as well as encouraging them to undertake income generating activities through bank credit. Bank has been implementing NRLM programme for SHGs by providing initial credit limit of ₹1.50 lakh on 1stgrading of SHGs as per the decision of SLBC, West Bengal.

b) UBRSETI (United Bank Rural Self Employment Training Institute)

Bank has so far set up 16 RSETIs in the states of West Bengal, Assam and Tripura to impart training to the prospective entrepreneurs from the downtrodden community of the society.

c) FLCs (Financial Literacy Centre)

Bank has set up FLCs 38 in the states of West Bengal, Assam, Tripura and Manipur to extend financial literacy and credit counselling services to the poorer section of the society.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

   (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

   Not Applicable

   (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Not Applicable

3. Does the Bank have procedures in place for sustainable sourcing (including transportation)?

   (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

   Not Applicable

4. Has the Bank taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

   (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

5. Does the Bank have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

   Not Applicable

Principle 3: Employees' Well-being

1. Please indicate the Total number of employees. 14296 as on 31.03.19
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.Nil
3. Please indicate the Number of permanent women employees. 3283
4. Please indicate the Number of permanent employees with disabilities 230
5. Do you have an employee association that is recognized by management.Yes
6. What percentage of your permanent employees is member of this recognized employee association? 96.74%
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	NA	NA
2	Sexual harassment	2	1
3	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
   (a) Permanent Employees: 5.03%
   (b) Permanent Women Employees: 5.02% (out of permanent women employees)
   (c) Casual/Temporary/Contractual Employees: NA
   (d) Employees with Disabilities: 5.34% (out of employees with disability)

Principle 4: Stakeholder Engagement

1. Has the Bank mapped its internal and external stakeholders? Yes
2. Out of the above, has the Bank identified the disadvantaged, vulnerable & marginalized stakeholders. YES
3. Are there any special initiatives taken by the Bank to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

   The Bank practices Policy of equal treatment of all employees without any discrimination and bias of caste, creed and religion. The bank has taken various initiatives to engage and extend benefits to the internal disadvantaged, vulnerable and marginalized stakeholders like no-frill accounts, Kisan Credit Cards, Loans to Self Help Groups, Direct Benefit Transfers, Social Security pension, Loans to women entrepreneurs etc.

I. Employee Grievance Redressal Mechanism

A two tier Grievance Redressal Committee for staff members to look into the grievance of the employees has been functioning.

II. Welfare of SC/ST employee:

The Bank has been meticulously following the Government guidelines for reservation in employment/zone of consideration in promotion in respect of specific reserved categories.

Principle 5: Respecting Human Rights

1. Does the policy of the Bank on human rights cover only the Bank or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

   The Bank's various Policies protecting the Human Rights directly or indirectly covers only the operations of the Bank and do not extend to its external parties.

   The Bank is well conscious of the fact that all human beings are free and equal and that the basic human rights of individuals must be respected

   The Bank understands well the human rights of employees at the work place.The Bank respects the freedom of associations and the right to collective bargaining.

Prevention of Sexual Harassment

The Bank prohibits sexual harassment at the work place in the service condition there are clauses exclusively for prevention of sexual harassment at work place. Accordingly, for addressing issue related specifically to women employees at work places, the Bank has adequate mechanism in place. The Bank has in place the "Internal Complaint Committee" to look after these issues.

Dissemination of Information to Public through the Bank's website

The Bank places up-to-date information about its product /services /facilities available to public /any other information which can be disclosed in public domain. Being a listed Company, the Bank disseminates its financial results in the public domain for information to public.

United Bank of India is a Public Authority in the right to information Act 2005, and thus under obligation to provide information to members of public.

Redressal of Complaints

In order to facilitate quicker and fair non-discriminatory redressal of grievance, bank has introduced "Comprehensive Complaint Management System"(CCMS) by leveraging technology. Under this system the complaints received by Branches, Regional Offices and Departments at Head Office have to be uploaded/ entered by the concerned Branch/Regional Office/Head office Department in the "On Line Grievance Redressal" portal, available at Intranet link and the status of redressal/settlement is also to be uploaded on Real Time Basis. The complaint lodged by the customer online will be added by the system in the outstanding data base of CCMS.

The Comprehensive Complaint Management System helps us to track the status of each complaint and to take a comprehensive look with regard to the total complaints received by the bank during the period and status thereof. The necessary follow-up measures would be taken immediately for expeditious disposal of the complaints and grievances. The system enables to classify the nature of complaints along with the products and services to which the complaints are related. The analysis of data will help the bank management to take appropriate action to improve front line service directly which includes updating customer service standard, improving communication, providing additional training to staff on product and services, taking remedial action for systemic issues etc.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

   During the year bank received 169711 customers' complaints and 721 complaints were pending at the beginning of the year. Out of the total no. of 169158 compliant, 99.25% were satisfactorily redressed by the Bank satisfactorily during the year.

During the year bank received 27 complaints from Shareholders and no complaint was pending at the beginning of the year. Out of the total no. of 27 complaints, 100% were satisfactorily redressed by the Bank satisfactorily during the year.

Principle 6: Caring for Environment

1. Does the policy related to Principle 6 cover only the Bank or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

   The policy covers the Bank only.

2. Does the Bank have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

   Yes

a) As per Bank's Lending Policy, the Bank is not extending any finance to environmentally hazardous industries likeozone depleting substances CFC.

b) In case of manufacturing units emitting toxic pollutant, Bank ensures that borrower has necessary NOC from Pollution Control Board.

3. Does the Bank identify and assess potential environmental risks?

   Yes, in TEV (Techno Economic viability) study, potential Environmental hazards & it's mitigation part for the project appraisal.

4. Does the Bank have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

   The bank has adopted various technology to promote paperless banking like Internet Banking, Mobile Banking, Core Banking Solutions, emails for internal & external communication which enable minimal use of paper & also significantly reduces travelling their by saving petrol/ diesel etc. thereby reducing carbon footprint.

5. Has the Bank undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

   Bank has taken a green initiative by consolidating few physical servers into virtual environment for non-critical applications. By enabling virtual services, Bank has reduced the power consumption, carbon footprint and thereby enabling better server management in the Data Centre.

6. Are the Emissions/Waste generated by the Bank within the permissible limits given by CPCB/SPCB for the financial year being reported?

   Not Applicable

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

   Not Applicable

Principle 7: Responsible Advocacy

1. Is your Bank a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with: Yes.

- Indian Bank's Association(IBA)
- Federation of Indian Chamber of Commerce & Industry (FICCI)
- Bharat Chamber of Commerce (BCC)
- Bengal National Chamber of Commerce & Industry (BNCCI)
- Institute of Banking Personnel Selection
- The Clearing Corporation of India Limited(CCIL)
- National Payment Corporation of India(NPCI)
- Indian Institute of Banking and Finance
- National Institute of Bank Management

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

   Yes, In IBA Bank Continuously advocate for general improvement in conduct of Business

Principle 8: Enabling Inclusive Growth and Equitable Development

1. Does the Bank have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

   The Bank has undertaken several initiatives / programs / projects in pursuit of inclusive growth and equitable development of the society.

   Financial Inclusion:

   The Bank has implemented Financial Inclusion Project to provide the Banking service in unbanked rural areas with affordable cost to the rural masses and covered them in main economical stream for inclusive growth. The Bank has covered 13381 un-banked villages through 4252 Bank Mitras to deliver basic banking services to the excluded population.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

   The financial inclusion project has been undertaken by the in-house team.The Bank has setup a separate department headed by General Manager for this purpose.

3. Have you done any impact assessment of your initiative?

   Yes

4. What is your Bank's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.

   Bank has extended financial assistance in 93 various welfare activities involving a total sum of ₹30.28 Lakh towards its CSR activities till 31.03.2019. During the financial year 2018-19, focus was on extending assistance to the proposals under Health care, Library room construction, distribution of e-slates, blankets and vehicle for social activities. In the year, Bank has disbursed ₹30.28 Lakh for 5 projects for implementation by the respective organizations towards cause of the society.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

   Bank has initiated Community Development programme like 16 UBRSETI (United Bank Rural Self Employment Training Institute) and 38 FLC(Financial Literacy Centre). Activities of these institute/centres are monitored from the Head Office. Under UBRESTI scheme, training was imparted to rural youths/women. Total 75% of trainees have been settled by establishing own economic venture. Similarly, FLCs are promoting financial literacy and credit counselling services to the poorer section of the society in the State of West Bengal, Assam, Tripura and Manipur.

Principle 9: Providing Consumers' Value

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year?

   During the year bank received 169711 Customers' complaints and 1274 complaint were pending at the beginning of the year. Out of the total no. of 169198 compliant, 99.25 % were satisfactorily redressed by the Bank during the year.

   During the year bank received 27 complaints from Shareholders and no complaint was pending at the beginning of the year. Out of the total no. of 27 complaints, 100% were satisfactorily redressed by the Bank during the year.

2. Does the Bank display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. / Remarks(additional information)

   NA

3. Is there any case filed by any stakeholder against the Bank regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

   NIL

4. Did your Bank carry out any consumer survey/ consumer satisfaction trends?

   No.

Sd/-
Ashok Kumar Pradhan
Managing Director & CEO
DIN: 07748272